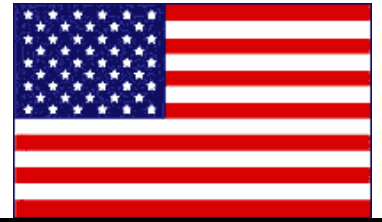




PORTLAND VA MEDICAL CENTER
Portland, Oregon Division
Vancouver, Washington Division
Community Based Outpatient Clinics
Salem, OR Bend, OR
Camp Rilea (Warrenton, OR)
Hillsboro, OR East Portland, OR



NOTICE OF VACANCY

1. <u>Announcement Number</u>	2. <u>Title, Series, Grade, Salary</u>	3. <u>Tour of Duty</u>	4. <u>Duty Station</u>
MP-10-0210-JB	Health System Specialist (1-0069-A) GS-0671-11 \$60,520 to \$78,674 per annum (Based on full-time employment)	8:00a-4:30p M-F	Portland, OR/ Vancouver, WA Division
5. <u>Type & Number of Vacancies</u>	6. <u>Contact</u>	7. <u>Opening Date</u>	8. <u>Closing Date</u>
Permanent 1 Full-time position	Human Resources Assistant 503-273-5236	8/23/2010	9/1/2010

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Permanent Employees of the Portland VA Medical Center and Outpatient Clinics

MAJOR DUTIES:

The incumbent serves as a program manager for the Patient Centered Culture Program. The incumbent works in collaboration with the VISN 20 Patient Centered Culture Program Manager in the refinement, implementation and adaptation of VISN Patient Centered Culture initiatives when PVAMC action occurs. The incumbent is responsible for developing, implementing, coordinating and evaluating a comprehensive Patient Centered Culture program within the medical center and outpatient clinics. The Patient Centered Culture program is designed to ensure that quality health care services are provided promptly, courteously, and with compassionate understanding of veterans' needs and the needs of those responsible for their care within a patient centered culture. The incumbent will work with senior leaders, employee and patient care leaders and educators in ensuring that a consistent and robust positive customer service culture is maintained at the PVAMC. In addition to ensuring program alignment with the goals of VHA/VISN, the incumbent is responsible for working closely with specific groups of staff and/or departments to ensure alignment and progression of program objectives. The program model is patient centered, rather than provider or staff focused and is committed to improving care and service from the patient's perspective.

THIS POSITION IS EXCLUDED FROM THE BARGAINING UNIT

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-671 series apply and may be reviewed in the Human Resources Management Service office or on line at www.opm.gov/qualifications/Standards/IGRs/gs0600/0671.htm . Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.

General Experience: None.

Specialized Experience: GS-11: You must have one (1) year of specialized experience in the healthcare field performing duties such as but not limited to: designing and developing action plans/initiatives to address complex health culture issues; improving patient satisfaction, efficiency, problem resolution; performing a variety of healthcare data collection and analysis, healthcare quantitative statistical and analytical methodologies, making recommendations for improvement of complex healthcare management processes and systems and implementation of new approaches to improve customer satisfaction across clinical and business lines. To be creditable, specialized experience must have been equivalent to at least one year at the GS-09 grade level in Federal service. (Experience must be documented in your application/resume for full consideration).

BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))

On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to rating factors will result in applicant not being referred for the position:

1. Knowledge of missions, organizations, programs, and requirements of healthcare delivery system.
2. Ability to communicate effectively orally and in writing.
3. Knowledge of an ability to apply management tools and techniques (e.g. flowcharts, analyses, forecasting, needs assessment, feasibility studies, information systems and applications.
4. Knowledge of the mission, programs, services, patient flow and their functional interrelationships in the healthcare delivery system.
5. Knowledge and clear understanding of performance improvement principles.
6. Skill and ability to utilize a variety of coordinating coaching, consensus-building and planning techniques in order to ensure that the work of the Patient Culture Program is accomplished.

CONDITIONS OF EMPLOYMENTS

- Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future.
- Applicants without prior federal service will be appointed at step one of the grade.
- Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.
- Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.
- A security clearance and a favorable suitability determination are required. Misconduct in prior employment, criminal, dishonest or disgraceful conduct, habitual use of intoxicating beverages, abuse of narcotics, drugs or other controlled substances, or reasonable doubt of loyalty to the United States are examples of reason an offer of employment may be denied.
- This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.
- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.
- It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

HOW TO APPLY:

Portland VAMC employees must submit:

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#)

All application packets must be received in Human Resources by Close of Business (COB) on 9/1/2010.

Application forms may be obtained in Human Resources Office or on our internal website.

<http://vaww.portland.med.va.gov/Departments/CFO/HR/>

Applications may be mailed to:

Portland VA Medical Center, P4HRMS
Attn: MP-10-0210-JB
PO Box 1034
Portland, OR 97207

Or brought in person to:

Portland VA Medical Center
3710 SW US Veterans Hospital Rd
Building 16, Room 300
Portland OR 97239

APPLICANT'S PLEASE NOTE:

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.
- Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.
- Foreign Education: To receive credit for education completed outside the United States, you must show proof that the education has been submitted to a private organization that specializes in the interpretation of foreign

educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications.
- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept applications in a US government envelope.**